



**GATEWAYS HOSPITAL**  
**AND MENTAL HEALTH CENTER**

**Community Benefits Plan**  
**2016**

# Gateways Hospital 2016 Community Benefits Plan

## Contents

	Page
Introduction	1
Executive Summary	2
Los Angeles County: Service Area 4	<a href="#">3</a>
Demographic Profile	4,5,6
Community Health Needs in Service Area 4, 2013-2016	7,8,9,10,11
Community Benefits Report and Plan	12,13

## **Introduction: Gateways Hospital 2016 Community Benefits Plan**

In accordance with California Senate Bill 697, Community Benefits Legislation, Gateways Hospital & Mental Health Center (Gateways), a private nonprofit hospital, submits this community benefits plan (CBP) for Fiscal Year 2016. .

California Senate Bill 697 requires as part of the CBP that a nonprofit hospital to 1) reaffirm its mission statement to ensure that the policies integrate and reflect the public interest in meeting its responsibilities as a nonprofit organization and 2) adopt and file a CBP<sup>1</sup> documenting its activities to address the needs identified and prioritized in its most recent community health needs assessment (CHNA).

To assist with collecting feedback from the local community about community health needs and efforts to address them, the most recently conducted CHNA and all subsequent CBPs are posted on Gateways' website, [www.gatewayshospital.org](http://www.gatewayshospital.org).

### **Gateways Hospital & Mental Health Center**

Gateways was established in 1953 as an independent nonprofit, non-sectarian institution affiliated with the Jewish Federation Council of Los Angeles. Gateways has been a provider of acute behavioral health services in the communities of Silver Lake, Echo Park, and Boyle Heights since 1953, 1961, and 2005, respectively. The majority of the hospital's patients are low income and suffer from mentally disabilities, and a large number are homeless. As an acute psychiatric facility with involuntary patients, Gateways staff includes psychiatrists, internists, registered nurses, licensed vocational nurses, psychologists, social workers, and mental health workers, as well as a range of support personnel. Programs offered at Gateways are delivered in our inpatient, residential, and/or outpatient units/clinics. In light of our Service Area's composition, and with mental health issues as the primary presentation, a significant percentage of the patient population is involved in the legal/justice system (Forensic), posing particular constraints and mandates on the operation of the facility.

Gateways Hospital has 55 acute psychiatric beds and has been accredited by AOA/HFAP since 2006. Inpatients are mostly referred by Los Angeles County psychiatric emergency rooms and are brought to our facility by ambulance. This broadens the demographic region of patients, but approximately 55% of patients are admitted from the local metro service area (SPA4) for treatment. With more than 65 years of community-based services, Gateways has strong relationships with hospitals, FQHCs, and mental health clinics in the local community, which enables it to work collaboratively with patients/clients, homeless agencies, law enforcement, local schools, and behavioral health agencies within the scope of the service encashment area. The majority of our funding for the hospital comes from the Los Angeles County Department of Mental Health. Gateways is a Short Doyle provider for individuals having no health insurance to cover their hospitalization.

## **Executive Summary**

### **Mission, Vision and Values**

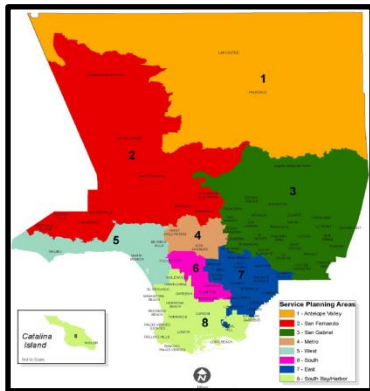
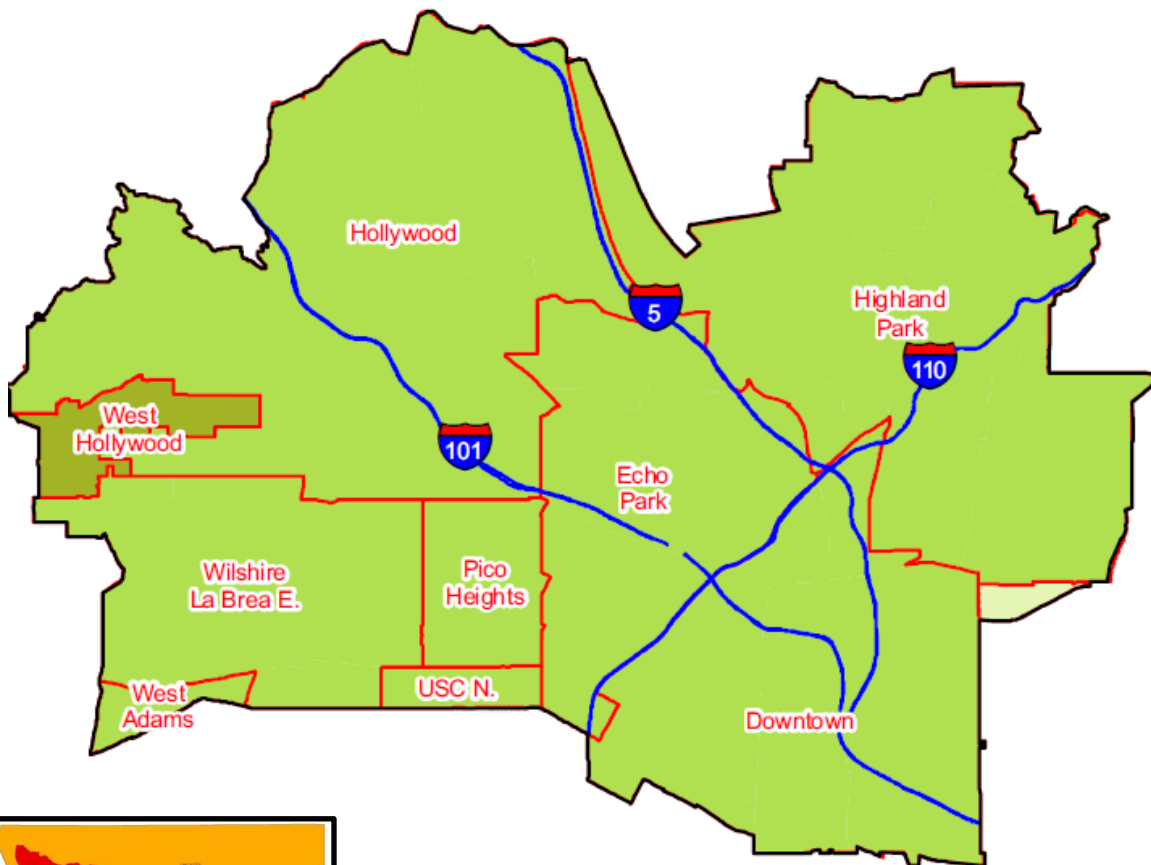
Gateways' mission is to create and maintain mental health facilities and programs including an acute care psychiatric hospital to serve the needs of individuals with mental illness and others requiring inpatient, outpatient, and residential treatment and care regardless of race, creed, national origin, or sex, including persons referred to or placed in such facilities or programs by courts or other public agencies.

Gateways' vision is to serve the most vulnerable populations, regardless of their ability to pay, with a caring and nurturing approach, providing quality health resources in a cost-effective manner. Using a performance improvement process, Gateways maintains the overall process of efficient and continuous quality improvement for all patients/clients. Gateways' value in creating access to its programs regardless of one's ability to pay is an important factor, as is Gateways' development of the linkages needed for outpatient services in less restrictive settings.

Gateways values are to strive to be the best by treating patients/clients with dignity and respect no matter what their psychological or physical health conditions. Treatment is focused on teamwork, respect, and innovation.

Gateways continues to develop and change programs based on the Community needs for service delivery away from the traditional Inpatient Setting. Gateways has developed and continues to refine this process with less traditional mental health programs into more Community based programs such as our Wellness Program, Homeless Services Program, Residential Programs and incorporating Evidenced based practices into our treatment modalities. We have also re-trained our staff and incorporated at least 5 of these evidenced based practices into most of our treatment programs. Our needs are identified as within our Service Area cities as is reflected in the attached Los Angeles County, Service Area 4 Map.

# Los Angeles County Service Area 4



Service Area 4 PUMA Map

City Boundaries  
 Los Angeles County  
 Los Angeles City  
 Other Cities (Other Colors)

PUMA  
 Service Area

90004	90020	90033	90053	90072	90088
90005	90021	90036	90054	90074	90093
90006	90023	90038	90055	90075	90096
90010	90026	90039	90057	90076	90102
90012	90027	90041	90060	90078	
90013	90028	90042	90065	90079	
90014	90029	90046	90068	90081	
90015	90030	90048	90069	90084	
90017	90031	90050	90070	90086	
90019	90032	90051	90071	90087	

## Demographic Profile

### Ethnic Diversity

Gateways Hospital and Mental Health Center is located in Service Area 4 of Los Angeles County, spanning from West Hollywood, Highland Park, Downtown, Echo Park and to the Wilshire La Brea East corridor. Comparatively, Service Area 4 comprises a smaller white and African American population than the rest of Los Angeles County and California as a whole. It also has a significantly larger Asian population than other ethnicities, including Hispanic which are categorized under “Some other race.”

	Service Area 4	Service Area	Los Angeles County	California
Population of one race:				
White	529,226	46%	51%	59%
Black or African American	56,184	5%	8%	6%
American Indian and Alaska Native	6,314	1%	1%	1%
Asian alone	190,891	16%	13%	13%
Native Hawaiian and Other Pacific Islander	2,112	0%	0%	0%
Some other race	301,858	26%	19%	12%
Population of two or more races:				
Two races including Some other race	12,128	1%	1%	1%
Two races excluding Some other race, and three or more races	23,420	2%	3%	3%
Population of two races:				
White; Black or African American	4,924	0%	0%	1%
White; American Indian and Alaska Native	3,476	0%	1%	1%
White; Asian	7,694	1%	1%	1%
Black or African American; American Indian and Alaska Native	1,383	0%	0%	0%
All other two race combinations	14,633	1%	1%	1%
Population of three races	3,258	0%	0%	0%
Population of four or more races	180	0%	0%	0%
Total:	1,157,681	100%	100%	100%

Data source: 2010-2014 American Community Survey for SPA4, C02003.

### Age Distribution

Service Area 4 has an age distribution largely indicative of the Los Angeles and California population. There are slightly less people under age 20 than the rest of Los Angeles County. There are also a larger number of people ages 25 to 29 years old at 11% as well as 30 to 34 years old at 10%.

	Service Area 4	Service Area	Los Angeles County	California
Under 5 years	101,675	5%	6%	7%
5 to 9 years	86,487	4%	6%	7%
10 to 14 years	87,822	4%	6%	7%
15 to 19 years	96,528	5%	7%	7%
20 to 24 years	149,844	8%	8%	8%
25 to 29 years	214,598	11%	8%	7%
30 to 34 years	197,695	10%	7%	7%
35 to 39 years	175,199	9%	7%	7%
40 to 44 years	157,660	8%	7%	7%
45 to 49 years	141,138	7%	7%	7%
50 to 54 years	123,599	6%	7%	7%
55 to 59 years	116,355	6%	6%	6%
60 to 64 years	99,133	5%	5%	5%
65 to 69 years	66,915	3%	4%	4%
70 to 74 years	50,393	3%	3%	3%
75 to 79 years	42,005	2%	2%	2%
80 to 84 years	30,820	2%	2%	2%
85 years and over	31,646	2%	2%	2%
Total:	1,969,512	100%	100%	100%

Data source: 2010-2014 American Community Survey for SPA4, S0101.

## Economic Diversity

Service Area 4 has a larger population below the poverty level than most of Los Angeles County. As a ratio of income to poverty level, there are a significant number of people less than .50 to .99, but also a slightly higher number of people at 1.00 to 1.84. There is a significantly lower amount of people earning double the poverty line or more.

	Service Area Number 4	Service Area	Los Angeles County	California
Under .50	110,268	10%	8%	7%
.50 to .99	166,651	15%	11%	9%
1.00 to 1.24	89,735	8%	6%	5%
1.25 to 1.49	76,649	7%	6%	5%
1.50 to 1.84	94,460	9%	8%	7%
1.85 to 1.99	32,360	3%	3%	3%
2.00 and over	531,728	48%	59%	64%
Total:	1,101,851	100%	100%	100%

Data source: 2010-2014 American Community Survey for SPA4, C17002.

## Memory and Education Attainment

In Service Area 4, there is a bigger dichotomy between lower levels of education and higher levels of education. There are more people with less than a 12<sup>th</sup> grade education, but also more people with bachelor's degrees as their highest level of education attainment. However, the amount of people with graduate or professional degrees is similar to the rest of Los Angeles County and California.

	Service Area Number 4	Service Area	Los Angeles County	California
Less than 9th grade	140699	15%	12%	9%
9th to 12th grade, no diploma	100139	11%	10%	9%
High school graduate (includes equivalency)	169536	19%	21%	22%
Some college, no degree	171674	19%	23%	25%
Associate's degree	47936	5%	6%	7%
Bachelor's degree	199255	22%	18%	18%
Graduate or professional degree	79981	9%	9%	10%
Total:	909220	100%	100%	100%

*Data source: 2010-2014 American Community Survey for SPA4, B15001.*



## **Community Health Needs in Service Area 4**

### **Summary of community benefits provided to address health needs**

Below is a summary of community benefit and initiatives Gateways during the fiscal year.

#### **Significant health need 1: Linguistic isolation**

- Gateways Program – all Gateways Programs
  - The diversity of our clients has mandated a more prospective approach to our language barriers. Our hiring practices have included incentives for bi-lingual pay for clinical staff so as to address the diverse language needs of many mono-lingual clients in our Service Area.
- Collaborations with other agencies
  - L.A. County – Department of Mental Health – translation workshops

#### **Significant health need 2: Improve access to services for the most vulnerable population**

- **Gateways Program – Wellness Center**
- Gateways expanded its programming in our Service Area for Adults with chronic mental illnesses who required less intensive services in a newly renovated larger clinic with increased services. It is community based for drop in services.
- **Gateways Program – Child & Adolescent Outpatient Program**
- Gateways with the assistance of funding from the Department of Mental Health, Private Donors and the hiring of trained staff in various Evidence Based Practices has increased our ability for early prevention and interaction. Gateways can focus treatment on the best practices specific to the individual needs of our clients since we now have a total of four practices specific to this age group of six to twenty-one.

Over the course of the next six months, Gateways will be actively pursuing opening of a Crisis Residential Program with 16 beds to address the increasing need to discharge individuals from higher levels of care when appropriate to less intensive services in a Community Setting.

Gateways hosts various Community Neighborhood Watch Meetings, is a participant on many Community Neighborhood Councils, and works very collaboratively with the Los Angeles Police Department and the Los Angeles Probation Department.

## **Gateways Hospital & Mental Health Center**

Gateways Hospital and Mental Health Center is a non-profit organization that was founded in 1953 under the auspices of the Jewish Committee for Personal Service, an agency of the Jewish Federation Council. From its very beginnings, the core of Gateways' service has been the provision of high quality and cost effective psychiatric treatment.

Today, the main Gateways facility is set on five acres in the Echo-Elysian Park section of Los Angeles. A 55-bed hospital occupies two wings of the main structure with library, activity center, auditorium, recreation room, chapel, residential cottages and other facilities occupying the rest of the landscaped campus. Gateways also operates outreach and residential care facilities in Los Angeles.

The Hospital is accredited by the American Osteopathic Association and holds licenses and certifications from federal, state, county and regulatory agencies. Gateways is a member of Association Community Human Service Agencies (ACHSA), the Healthcare Association of Southern California (HASC) and the California Healthcare Association (CHA).

## **Adult Inpatient**

Gateways Hospital and Mental Health Center has 28 adult inpatient beds. It is fully accredited (AOA/HFAP) and licensed to provide intensive behavioral health therapy services for adults including diagnostic and evaluation services. The hospital staff is familiar with all aspects of care from admission to discharge. Gateways works closely with the Mental Health Court program and provides assistance with placement referrals when indicated for hospitalized patients.

The clinical staff consists of a multidisciplinary treatment team with expertise in the psychiatric and psychological care of adults 18 to 59 years of age with mental disorders and/or substance abuse/dependency. Every effort is made to provide high quality care with attention to the importance of individualized treatment of each adult.

The treatment team takes pride in the development of structured individualized programs to meet the needs of adults who require mental health/co-occurring disorder services

Gateways Hospital accepts adult patients funded only by the Short-Doyle program.

## **Adolescent Inpatient**

Gateways Hospital and Mental Health Center has 27 adolescent inpatient beds. It is fully accredited (AOA/HFAP) and licensed to provide intensive behavioral health therapy services for Adolescents including diagnostic, assessment, testing and evaluation services. The hospital staff is familiar with all aspects of care from admission to discharge.

The clinical staff consists of a multidisciplinary treatment team with expertise in the psychiatric and psychological care of adolescent 13 to 18 years of age with mental disorders. Every effort is made to provide high quality care with attention to the importance of individualized treatment of each adolescent. We work closely with the Dept. of Child & Family Services (DCFS) in any cases where they are involved.

Gateways Hospital accepts patients funded by LAC-DMH Short-Doyle & Medi-Cal programs which is our main referral source..

## **Child and Adolescent Outpatient**

Gateways' Child and Adolescent Outpatient Program integrates psychological, medical, social, and educational services to meet the mental health needs of severely disturbed children and adolescents in our community. DCFS, Probation the schools and the community refer youth and their families to receive help. The program also provides continuity of care for children who no longer require 24-hour inpatient services but still need therapeutic support. Our goal is to enable children to remain in their current home and school environments, while developing healthy coping skills and a positive sense of self-worth.

The program is designed to provide rehabilitative services for children and adolescents between the ages of 6-21. These services include:

- Individual, Family and Group Therapy
- Parenting Groups
- Case Management
- Crisis Intervention
- Substance Abuse Prevention/Treatment
- Psychiatric Evaluation
- Evidence Based Practices

## **Homeless Services**

Gateways' Homeless Services provides an integrated, comprehensive continuum of nontraditional services addressing the need of mentally ill and dual diagnosed adults who are homeless or at risk of becoming homeless.

Homeless Services assists SRO residents in maintaining permanent housing and integrate into the community.

Medicare and Medi-Cal covered clients and those who have neither are all eligible.

#### Outpatient Services

- Assessment of needs
- Individual and group counseling
- Case management
- Psychiatric evaluation and medication support
- Community outreach
- Linkage to vocational, housing, health and other community resources
- Basic needs: clothing, showers, food and mailboxes are available in the PATH mall

#### Gateways Apartments (SRO)

- Permanent Housing
- Individual and group counseling
- Social activities
- Life skills development

#### **Wellness Program**

The goal of the Gateways Wellness Program is to further assist mentally ill clients who are in their final stages of the recovery process to build links with their communities that will support physical and mental health as well as foster independence and enhance continued recovery.

The schedule is as flexible as the client wants it to be. The client should feel free to choose any or all of the activities provided such as counseling, vocational referrals and assistance, group therapy, psychiatric appointments, medication review or other services provided in the Wellness Center. All aspects of the program are presented at various times throughout the day unless otherwise noted.

#### **Normandie Village East**

Gateways Normandie Village East is a Forensic Adult Residential Facility located in the Los Angeles area, that provides mental health services and housing for Adults ages 18-59. The program can serve up to 60 adults and was developed in conjunction with the Department of Mental Health (DMH) to serve individuals, who are ready for discharge from Institutions for Mental Disease (IMD), Acute Psychiatric Inpatient Units, or Crisis Residential Facilities, who are in need of a safe place to live. Normandie Village East provides secured services for clients

who, because of a history of placement failure or psychiatric instability, are difficult to place in community settings. Most of the Enhanced program clients will enter these facilities from higher levels of care. The Enhanced program will help to meet the need for intensive residential services to assist clients in transitioning from locked placements to community living. The primary focus is enriched treatment in a structured residential environment with intensive mental health

supportive services in order to transition clients into a stable community placement and prepare the client for more independent community living.

### **Percy Village**

Gateways Percy Village is an Adult Residential Facility (ARF) located in the Boyle Heights area, that provides mental health services and housing for Adults ages 18-59. The program can serve up to 136 adults and was developed in conjunction with the Department of Mental Health (DMH), to serve individuals, who are ready for discharge from Institutions for Mental Disease (IMD), Acute Psychiatric Inpatient Units, or Crisis Residential Facilities, who are in need of a safe place to live.

This Enhanced program assists in meeting the need for intensive residential services to support clients in transitioning from locked placements in community living. The primary focus is enriched treatment in a structured residential environment with intensive mental health services in order to transition clients into a stable community placement and prepare the client for more independent community living.

### **Satellite**

Gateways Satellite Program is a Forensic Adult Residential Facility located in the Los Angeles area, providing mental health services and housing for Adults ages 18-59. The program can serve up to 38 adults and was developed in conjunction with the Department of Mental Health (DMH) and the Department of State Hospital's Conditional Release Program (CONREP) to serve individuals, who are ready for discharge from Institutions for Mental Disease (IMD), State Psychiatric Hospitals, Acute Psychiatric Inpatient Units, or Crisis Residential Facilities, who are in need of a safe place to live. Our Satellite Program provides secured services for clients who, because of a history of placement failure or psychiatric instability, are difficult to place in community settings. Most of the Enhanced pro-gram clients will enter these facilities from higher levels of care. The Enhanced program will help to meet the need for intensive residential services to assist clients in transitioning from locked placements to community living. The primary focus is enriched treatment in a structured residential environment with intensive mental health supportive services in order to transition clients into a stable community placement and prepare the client for more independent community living.

## Community Benefits Report and Plan

<b>Health Need #1 - : Linguistic isolation</b>	
<b>Scope</b>	The majority of clientele in our Service Area have languages spoken and understood which is not English.
<b>Approach to address the health need</b>	Gateways has made every effort to offer services in various languages with the most prevalent being Spanish. Our staff are bi-lingual as well as our FQHC's, and other health service practioners.
<b>Programs to address the health need</b>	Staff at all our programs will include more bi-lingual clinical staff to assist in meeting the needs of our diverse language requirements in our Service Area.
<b>Planned collaboration</b>	Still outreaching for other language options.
<b>Community Benefit Category</b>	List the types of community benefits provided by these programs <ul style="list-style-type: none"> <li>▪ Develop capacity-building with less barriers</li> <li>▪ Enriched community interactions for the focal populations.</li> </ul>
<b>FY 2016 Progress</b>	
<b>Goals to address the need</b>	Human Resources has advertised and been able to recruit more bi-lingual staff this past year than in other fiscal periods.
<b>Measurable objectives and indicators</b>	There has been a significant reduction in the use of outside translators, our clients we complete our questionnaires are much more content with the staff being able to address their mental health issues with out the use of a third party.
<b>Actions taken to achieve goal</b>	Hiring of a new Director of Human Resources to effectively recruit staff and collaborations with our funders to afford us the ability to utilize their in-house workshops for staff to attend.
<b>Program performance</b>	The program is able to perform at a higher level addressing the needs in a culturally sensitive manner in their threshold language. This has equated to greater compliance for their appointments and better adherence to their treatment program.

<b>Health Need #2: Improve access to medical care for vulnerable populations</b>	
<b>Scope</b>	Need is highly prevalent in vulnerable, low-income, and special-needs populations, including homeless adults and transition-age youth.
<b>Approach to address the health need</b>	Provide affordable and accessible services to low-income and uninsured persons through hospital services. Increase capacity through collaborations, streamlined operations, and new funding resources when possible.
<b>Programs to address the health need</b>	Charity care <ul style="list-style-type: none"> <li>Includes free or discounted health-related services to people who cannot afford to pay all or part of a hospital bill, including uninsured and low-income patients.</li> </ul> Unpaid cost of Medi-Cal <ul style="list-style-type: none"> <li>Services to hospital patients with Medi-Cal insurance coverage.</li> </ul>
<b>Planned collaboration</b>	Collaborations exist with Homeless Health Care Los Angeles, People Assisting the Homeless (PATH) and LAHSA to address homeless transitional youth and adults, with the Coalition for Human Immigrant Rights of Los Angeles (CHIRLA) for exploited young adults and Collaborations are planned with real estate investment corporations for housing for this vulnerable population to begin July 1, 2017). 2018).
<b>Community Benefit Category</b>	List the types of community benefits provided by these programs <ul style="list-style-type: none"> <li>Housing for this population with supportive Mental health Services</li> <li>Medical and Dental benefits to vulnerable populations</li> </ul>
<b>FY 2016 Progress</b>	
<b>Goals to address the need</b>	Provided affordable and accessible services to low-income and Continue to provide affordable and accessible services to low-income and uninsured persons through hospital services.
<b>Measurable objectives and indicators</b>	Number of patients served in each program or number of applications processed for insurance assistance. Increased number of patients served in ensuing years as program capacity increases through collaborations, streamlined operations, or new funding sources.
<b>Actions taken to achieve goal</b>	Hospital and program staff meeting quarterly to discuss program performance for each of the above-listed programs, and to brainstorm ways to improve provision of services. Several new collaborations are currently being explored to expand transportation services.
<b>Program performance</b>	<ul style="list-style-type: none"> <li>Reduction in multiple hospitalizations decreased by 10%</li> <li>Taxi vouchers: 50 persons served</li> </ul>